

# PRIJU THOMAS

Dusit D2 Hotel Salwa, PO Box 6989, Doha, Qatar  
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**A Highly Qualified and Professional IT Manager  
with over 18 years of experience in the Hospitality Industry**

<p>A proactive and determined leader with high integrity and collaboration skills; offers serious commitment in every area—excellent understanding of Gender and other Equality, Diversity, and Inclusion policies and issues. Proven communication skills - expertise in working with multi-cultural groups and individuals. Languages: English: Full professional ability; Hindi; Tamil, and Malayalam.</p> <p>Excellent analytical skills - applies technical expertise and works effectively as part of a team. Leads well by example, driving others to achieve mutual objectives and goals. Demonstrates organizational development skills and effectively manages ever-changing priorities, managing time, information, and resources. Manages performance and develops staff to be "the best they can be." Believes in and works hard to achieve "best practice," ensuring excellent and up-to-date knowledge of policies, procedures, rules, and regulations.</p> <p>Demonstrates a positive attitude to change and helps install this in others – uses innovative techniques and shares knowledge well.</p>	<p>Proactive</p> <p>Analytical</p> <p>Interpersonal</p> <p>Confidentiality</p> <p>Problem Solving</p> <p>Strategic Thinking</p> <p>Diversity and Inclusion</p> <p>Multiple Priorities</p> <p>Target Driven</p> <p>Flexible</p> <p>Mobile</p>
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## Relevant Qualifications

<b>Mar 21 – Aug 21 2007</b>	Cyber Security Course pending completion September 21
<b>2007</b>	Microsoft Certified System Engineer MCSE; MCSE ID- 5711608
<b>2000 - 2001</b>	ACCEL IT ACADEMY, Chennai, India - Advanced Diploma in Computer Hardware Service engineering
<b>Mar 01 – Apr 04</b>	Chhattisgarh University, India – BSc IT.

## Relevant Achievements

Achieve all targets and projects within scope.

## Expertise

IT Management	Data centre Operations	Operational Support
System Outages	Manage/Supervise Staff	Product Knowledge
IT Governance and Security	IT Issues	System Needs and Upgrades
Relationship Building	Training and Demos	Software/Hardware
Disaster Recovery	Presentations	Risk Management
Operational Budget	Capex Planning	

## Operating Systems

Windows 95/98/win ME	Windows NT/2000	XP
Vista	Windows 7	Windows 8 and Windows 10 ,11

## Server Operating System

Win 2K	Win 2003/2008/	R2 Server 2012
R2 Server 2016	R2 Server 2019	

## Applications

Opera PMS	Micros POS 9700	Symphony 1x&2x
SUN	Vision	FCS
Smartel	Vicas ID Scan	Oasys
FMC	OnQ	PMS
Birchstreet	Hotsos	FMC
Maestro	Stayplease	

## Key Card

Salto	Vinguard	Merrerschmitt
HSIA	Guest-Tek	Xpossible
IPTV -Zafero	PABX – Alcatel	Avaya

**Dusit D2 Hotel Salwa, Doha, Qatar - <https://www.dusit.com/dusitd2-salwadoha/>****Pre-Opening IT Manager****Operations**

The hotel consists of 235 rooms and keys; five revenue centres'; room service; lounge; two Banquets with eight meeting rooms; Health Club and Swimming Pool facilities.

**IT Management:** Ensure the quality and delivery of IT systems for both the hotel and its guests.

**Time Management:** Streamlined processes and processes to maximize time and motion while ensuring the project stays within budget constraints and complies with IT operating standards.

**Operations:** Accountable for all daily IT and data centre operations at a multi-property level; ensures consistently solid operational support for all internal hotel IT systems and users, minimizing any system outages and solving problems quickly.

**Product Knowledge:** Keeps up to date with new technology; shares new knowledge and applies it to deliver complete system benefits

**Rules and Regulations:** Understands fully the legal requirements on IT governance and security and keeps abreast of changes.

**Problem Solving:** Handles, wholly and efficiently, IT issues that arise. Effectively manages email communications regarding issues or incidents within the IT area of hotels.

**Forward Planning:** Identifies current and future system needs and provides sustainable and up-to-date solutions.

**Job Appraisals/Line Management:** Assessed departmental staff; gave feedback and supported training to progress. Motivating team to "be the best they can be" and achieving "best practice."

**Budgets:** Accountable for Operational Budget as well Capex Planning. The operational budget covers operational expenses in terms of IT consumables and IT support costs with application vendors or regional support charges (like AMC /SLA), CAPEX, a considerable amount for new or replacement of current IT projects.

**Procurement:** Manages daily hotel operations as well CAPEX procurements like hardware refresh within the hotels. Modernized systems, updating all computers and servers /WIFI access points.

**Writing:** According to the hotel, structure edited the hotel standard operation procedures - IT LSPO's.

**Support:** Overall Support of the IT department and Datacentre and reporting to DOF technically Regional Assistant Director - conducted training and demos of the various software's and hardware's used in the organization.

**IT Systems:** Accountable for Desktops, Servers, Firewall, network core switch, and node switches; Printers, Guest HSIA Wi-Fi controllers; Access points; IPTV system. Property management systems and back-office system implementations (PMS -Opera, POS-Micros Symphony2, Backoffice accounts SUN system, Procurement system MC or Birchette, Call Accounting software's, HSIA - controlling application) PABX system - managing through management console; management of room door lock system; interfaced these applications with PMS (property management system).

Active directory management, user management for every application, Maintain backup process procedures according to company policy. These all included IT systems.

**Software:** Managing various Hotel Applications like Micros/Symphony2x, Opera – PMS, Opera S&C, Synixes, Stay please guest wear Fidelio Material control, Maestro, FCS, Salto, SUN, Vision, Zafiro IPTV, and PABX Avaya IP Office Server Administration, VERITAS backups, VM ware, Symantec Antivirus and Network Administration for managing all the properties.

**Training:** One to one and meeting room training with pre-designed or created slides.

**Disaster Recovery:** Maintaining onsite and offsite backups for disaster recovery and implementing brand standards, IT policies, Business Continuity Plans, and Contingency Plans. Implemented data security plans and managed firewalls, Antivirus, anti-Spywares, and Anti-Spam wares.

**Interpersonal Skills:** Maintained relationships with software and hardware vendors and authorize purchases for the company and clients; supplied solid technical support, including setup, troubleshooting, and repair of networks, hardware and software, helpdesk support, and user training. Consistently maintained SLA's for all applications and hardware follow-up on time to avoid any delay in renewals; built robust internal working relationships with all hotel and IT departments.

**Jun 14 – May 19**

**Hilton Al Hamra Residence and Village Beach Resorts 5\* Property Ras Al Khaimah, UAE - <https://www.alhamraresorts.com/>**

**IT Manager - Operations**

With 364 Rooms Keys, 11 Revenue Centres, Room Service, Lounge, Banquets with Meeting Rooms, Health Club, and Swimming Pools with beach facilities.

**Quality Deliverables:** The IT Department ensures the quality and delivery of IT systems for both the hotel and its Guests.

**Target Driven:** Ensured targets delivered in a timely and organized manner, within budget, and according to IT operating standards.

**Management:** In charge of IT department and data center operation at a multi-property level; ensured robust operational support for all internal hotel IT systems and users, minimizing any system outages. Manage and supervise the IT Department daily.

**Product Knowledge:** Maintains excellent product knowledge and applies it to the system to maximize benefits.

**Rules and Regulations:** Understands fully the legal requirements on IT governance and security and ensures implementation.

**Problem Solving:** Handles all IT issues that arise - from initial concept to resolution.

**Upgrades:** Identifies current and future system needs and provides sustainable solutions.

**Achievements**

Supported the whole IT department and Data Center with reporting to the cluster IT Manager; conducted training and demos of various software and hardware used in the organization. Manages various Hotel Applications like Micros/Simphony1x, Opera – PMS, Opera S&C, Fidelio Material Control, Oasys, Smartel, Vingcard, SUN, Vision and Alcatel PABX& Avaya IP Office Server Administration and Network

**Admin:** Administrator for all properties in the Group. Maintaining onsite and offsite backups for disaster recovery. Implements brand standards, IT policies, Business Continuity Plans, and Contingency Plans. Implements data security plans and manages firewalls, Antivirus, anti-Spywares, and Anti-Spam wares.

**Relationship Building:** Maintains relationships with software and hardware vendors and authorizes purchases for the company and clients.

**Troubleshooting/Problem Solving:** Strong technical support background includes setup, troubleshooting, repairing networks, hardware and software, helpdesk support, and user training. Always maintains SLA's for all applications and hardware follow up on time with any void of any delay in renewals.

**Experience with cluster property operations.** Clustered by five properties with IT resources in terms of sharing applications for every property maintaining all front and back-office applications with continuous user end supports. SSC support (Shared service Centre Hilton Northern Region).

**Sept 11 to Feb 14**

**Al Hamra Palace Beach Resort - Al Hamra Residence and Village in Ras Al Khaimah, UAE - <https://www.alhamraresorts.com>**

**Shared resources like reservation, Payroll, AR, Income& credit**

**Applications shared as OASYS & SUN**

**Assistant IT Manager - Operations**

**Complex Size:** Large Resort consisting of 364 Rooms keys, eight signature restaurants with bar, Room Service, Lounge, Banquets with Meeting rooms, Health Clubs, and swimming pools with beach facilities

**Support:** Responsible for all user end support, Active Directory, Mail Exchange, Desktop, Server & switch maintenance. Ensure daily backups& records. Maintains all applications like PMS Opera, POS Micros9700, FMC Oasys2009& Call accounting SMARTEL. Maintain all AMC's up to date follow the IT policies & procedures of the company.

**Nov 10 – Sept 11** **Dubai Marriott Harbour Hotel - <https://www.marriott.com/>**

**IT Administrator/Operations with 232 Room keys**

**Description:** First point of contact and accountable for all IT-related concerns of the property; maintained all applications: Micros, Opera, SUN, VISION, FMC, FCS Winsuite, Voice Mail, HRB Payroll & TA Interflex.

**Disaster Recovery:** Checked and verified daily backups of the databases onto tape drives, sent backups to a third-party vendor for data storage.

**Internet Connectivity/Wireless:** Monitored and resolved the Internet Connectivity and Wireless Internet connectivity and guest VPN issues coordinate with IBAN. Hardware troubleshooting range of Desktops, Laptops, Printers & Micros Terminals. Communicated well with all departments give 100% IT support all the time.

**2007 - 2010** **Dubai Marriott Executive Apartments - <https://www.marriott.com/>**  
**Housekeeper/Supervisor.**

**2005 - 2007** **Dubai Marriott Executive Apartments - <https://www.marriott.com/>**  
**Gained experience in hotel work and customer care.**

**Pre-opening Expertise**

**2019 - 2020** Dusit D2 Salwa Doha, pre-opening with 235 Key's  
**2018** Hilton Garden Inn, Cultural Village, Al Jadhaf. Pre-opening experience with 260 keys.  
**2017** Hilton Garden Inn Ras al Khaimah, pre-opening experience with 240 keys.  
Pre-opening of Al Hamra Residence & village 364keys  
Pre-opening of Waldrofastoria Ras al Khaimah with 349 Keys

**Cross Training with IT Departments**

**Jan 09 – Mar 09** Cross-training with IT department in Courtyard & Marriott Executive Apartments Dubai Creek by Rizwan Sayeed  
**Jan 06 08 – Apr 08** Managed and oversaw cross-training with IT departments.

**Education**

**Mar 01 – Apr 04** Chhattisgarh University, India – BSc IT.  
**1998 – 1999** AIMS Cochin, India  
One-year Advanced Diploma in Hotel Management  
**Jun 95 – Mar 97** St Michael's College, Kerala, India  
Higher Secondary Graduate  
**Jun 90 – Mar 95** Lutheran HS, Kerala, India  
Secondary Graduate

**Hobbies and Interests**

Enjoys listening to music, cricket, theatre.

**Personal Details**

Date of Birth:	May 17, 1980
Sex:	Male
Citizenship:	Indian
Marital Status:	Married
Visa Status:	Employment
Driving Licence:	Valid UAE Driving Licence

## Passport Details

Passport Number	V7104507
Place of Issue	Cochin
Date of Issue	Mar 18, 2021
Date of Expire	Mar 17, 2031

## References

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